Information Technology Division

Assistant Director
Sharon Wilson

Sharon Wilson was appointed as the Assistant Director and Chief Information Officer (CIO) of the Information Technology Division on June 1, 1998. Prior to that, Sharon served as the Department of Revenue's Deputy CIO. Since Sharon's arrival at the DOR she has been instrumental in empowering and motivating leaders and workers alike to "reach for the sky", overcome obstacles and accomplish the missions and tasks asked of the Division.

Sharon has been an active member of the American Management Association (AMA) and a member of the Association of Computer Operations Management (AFCOM). In 1998, Sharon was the Charter President of the Arizona State Chapter of (AFCOM).

Administrators

Dave Rowand
Deputy CIO
E-Government

Peggy Bowcott
Computer Operations
Technical Services

Jim Yahnke
Application Services

Steve Doyle
Taxation
Systems Support

Tammy Fogle-Hendricks
New Technology

The mission of the Information Technology division is to provide automated processes for all of the divisions. Information Technology division is responsible for all mainframe, mini-computers, and personal computer services. The Information Technology group has been a driving force in modernizing the agency and looking towards technology solutions for the future.

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E-Government

E-government section is responsible for the research, analysis and implementation of E-government technologies as they apply to the business needs of the Department of Revenue. Currently, enhancements to the Income Tax E-File program include direct deposit of refunds. This group also maintains the web server and implementation of customer service information pages and applications for the taxpayers. Additionally this group maintains the internal employee Intranet and homepages. Future technologies include; acceptance of credit card payment program, Internet filing of business taxes, online registration and telefiling.

Taxation Systems Support

Taxation Systems Support (TSS) reviews and monitors all Request for Service (RFS) related to mainframe operations, tests changes and performs quality control functions on selected system output. TSS works with the users to do system and business function analysis related to changes in DOR's systems. TSS, which includes the IT Help Desk, responds to thousands of internal and external customer requests and problems related to DOR's mainframe and LAN platforms. TSS also coordinates between various user groups in the DOR and Information Technology support staff, to maintain the mainframe security access system for all users.

Application Services

Application Services plans, designs, develops, implements, maintains, supports, and enhances mainframe software. The section also provides quality assurance and problem resolution services for all mainframe applications, including 24/7 on call support. Future department directions include re-engineering old Legacy tax systems to support future technologies and improve customer readiness in support of the electronic world.

Computer Operations and Technical Services

Computer Operations is comprised of two units: Computer Operations and Production Control. Their responsibilities include operating the mainframe equipment, 24/7; monitoring computer program execution; setting up and scheduling batch production processing; troubleshooting and resolution for abends and malfunctions of the computer system; ensuring 100% system availability; distributing computer generated reports; and keeping the on-line communication network connected and operational.

Technical Services writes, acquires, installs, customizes, extends, implements, tunes and maintains the mainframe operating system software. This section also participates in supporting and maintaining the Problem Management and Security Systems. Technical Services creates and maintains IT's application development environments and assists Operations in the enforcement of production standards and keeping applications compliant with changing standards. Technical Services develops and maintains productivity tools for IT and other customers while supporting the on-line systems.

Significant future activity will focus on the consolidation into DOA's Computer Operations Center in support of the State's goal to streamline and consolidate selected services and infrastructure.

New Technology

New Technology section is responsible for research, analysis and implementations of new technologies as they apply to business needs, within the LAN/WAN environment, throughout DOR. Their purpose is to take advantage of as much current technology as possible to continue to provide customer service to the State of Arizona. With the ever-changing technologies, the staffing infrastructure now coincides with the hardware and software infrastructure under the New Technology Section. The server and desktop group is responsible for 1200 LAN users and implementation of new hardware and software as required. In addition to the day-to-day operations, the Client Solutions Unit continues to develop and support the many client/server applications for the department's use. Future technologies include 2-D bar coding, scanning and imaging for a more accurate and timely response to taxpayers requests.

Highlights

♦ Successfully completed the Y2K conversions.

♦ Implemented Year-end Income tax changes resulting in a smooth tax processing season.

♦ Completed 214 RFS's (Requests for Service).

♦ Implemented HB2676 - Indian Reservation Region Codes for revenue sharing on tax collected.

♦ Modified applications in support of the new Northwest Valley Office.

♦ Implemented the components of SB1172 with reference to the Scottsdale Stadium District, and 42-5031 as amended by SB1172.

♦ Implemented SB1193 - Provision for annual filing frequency.

♦ The Electronic Filing Process went from 144,000 filed in 1999, to 237,517 filed in 2000.

♦ Obtained approval and implemented the Internet and Intranet.